

Appendix F

Consumer Complaint Logs, 2006-2007



Louisiana
Relay

Louisiana Relay Administration Board

**Post Office Box 91154
Baton Rouge, Louisiana 70821-9154
Phone (225) 342-5710**

**Larry G. Henning, President
Thelma Covello, Vice-President
Owen (Buddy) Stricker, Sec.-Treasurer**

**Bonnie Eades
Julia Thornton**

June 15, 2007

Ms. Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 3-C417
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007
CG DOCKET NO. 03-123

Dear Ms. Gregory:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Louisiana. The State of Louisiana's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller

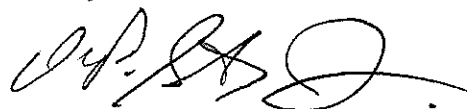
- CA Misdialed Number
- CA Typing Speed
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- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
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- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at 225-342-5710 or Ms. Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to read "Owen Stricker", with a large, stylized flourish at the end.

Owen (Buddy) Stricker
Secretary-Treasurer

Enclosures

Cc: Ms. Dixie Ziegler, Hamilton Relay

Louisiana Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

Service Complaints--CA Accuracy/Spelling/Verbatim

Customer stated that CA did not type the entire message.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM with 99% accuracy.

***Inquire Date 10/11/2006
Record ID 9496
Call Taken By Supervisor
CA Number 1255
Responded By Supervisor
Response Date 10/16/2006
Resolution 10/16/2006***

Service Complaints--CA Gave Wrong Information

Customer stated that the CA omitted information while processing the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Inquire Date 7/6/2006
Record ID 9388
Call Taken By Customer Service
CA Number 1131
Responded By Customer Service
Response Date 7/6/2006
Resolution 7/6/2006***

Service Complaints--CA Gave Wrong Information

Customer stated that the CA typed the wrong information.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Inquire Date 7/6/2006
Record ID 9389
Call Taken By Customer Service
CA Number 1363
Responded By Customer Service
Response Date 7/6/2006
Resolution 7/6/2006***

Service Complaints--CA Hung Up on Caller

Customer stated that the CA hung up on the terminating party.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the terminating party disconnected and customer was notified. Customer understood.

***Inquire Date 9/30/2006
Record ID 9458
Call Taken By Customer Service
CA Number 1212
Responded By Customer Service
Response Date 9/30/2006
Resolution 10/1/2006***

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 10/25/2006
Record ID 9499
Call Taken By Lead CA
CA Number 1219
Responded By Lead CA
Response Date 10/25/2006
Resolution 10/27/2006***

Customer stated that CA hung up on the call.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the originator had disconnected. Customer was notified and understood.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 10/29/2006
Record ID 9503
Call Taken By Supervisor
CA Number 1238
Responded By Customer Service
Response Date 10/29/2006
Resolution 10/30/2006***

Customer stated that CA hung up on the call.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA did hang up on the customer. CA was terminated.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 11/23/2006
Record ID 9549
Call Taken By Supervisor
CA Number 1381
Responded By Customer Service
Response Date 11/23/2006
Resolution 11/25/2006***

Customer stated that the CA hung up during their call.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered that the customer had disconnected the call. Customer was notified and satisfied.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 1/15/2007
Record ID 9582
Call Taken By Supervisor
CA Number 1337
Responded By Customer Service
Response Date 1/15/2006
Resolution 1/17/2006***

Customer stated that CA disconnected the call.

Supervisor apologized and stated that the CA would be counseled. Customer Service forwarded the information to the technical department. The technical department discovered that the CA did disconnect the call. CA was terminated and customer was satisfied.

Service Complaints--CA Hung Up on Caller

Inquire Date 2/28/2007
Record ID 9693
Call Taken By Customer Service
CA Number 1268
Responded By Customer Service
Response Date 2/28/2007
Resolution 3/1/2007

Customer stated that CA hung up.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA did hang up. CA was terminated and customer was satisfied.

Service Complaints--CA Hung Up on Caller

Inquire Date 3/15/2007
Record ID 9738
Call Taken By Supervisor
CA Number 1375
Responded By Customer Service
Response Date 3/15/2007
Resolution 3/17/2007

Customer stated that CA hung up before conversation was finished.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered that the caller's line disconnected. Customer was notified and satisfied.

Service Complaints--CA Misdialed Number

Inquire Date 10/10/2006
Record ID 9489
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 10/10/2006
Resolution 10/10/2006

Customer stated that CA dialed the wrong number.

Customer Service apologized and advised the customer to check phone bill upon receipt for any charges related to this call, so Hamilton could reimburse the customer if necessary. There has been no further contact at this time from the customer.

Service Complaints--CA Misdialed Number

Inquire Date 2/3/2007
Record ID 9658
Call Taken By Supervisor
CA Number 1378
Responded By Supervisor
Response Date 2/3/2007
Resolution 2/3/2007

Customer stated that CA misdialed.

Supervisor advised the customer of the number that the CA had dialed. Customer stated that was correct. Supervisor placed the call for the customer. Customer was satisfied.

***Service Complaints--CA
Misdialed Number***

*Inquire Date 4/29/2007
Record ID 9787
Call Taken By Supervisor
CA Number 1184
Responded By Customer Service
Response Date 4/29/07
Resolution 4/29/07*

Customer stated that CA did not dial the correct number.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/2/2006
Record ID 9347
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 6/2/2006
Resolution 6/2/2006*

Customer had received a fraudulent call and requested the phone records.

Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/15/2006
Record ID 9360
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 6/15/2006
Resolution 6/15/2006*

Customer has been receiving fraudulent calls through the relay and requested the phone records.

Customer Service suggested that the customer contact their local telephone company or law enforcement. Customer Service further explained that if the customer obtains a court order, then the relay could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 7/3/2006
Record ID 9387
Call Taken By Admin
CA Number
Responded By Customer Service
Response Date 7/3/2006
Resolution 7/3/2006*

Customer has been receiving prank telephone calls through the relay and wanted to know how to handle them.

Customer Service suggested that the customer contact their local telephone provider or local law enforcement. Customer Service explained that if the customer is able to obtain a court order then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/8/2006
Record ID 9429
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 8/8/2006
Resolution 8/8/2006***

Customer has been receiving fraudulent calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/10/2006
Record ID 9417
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 8/10/2006
Resolution 8/10/2006***

Customer has been receiving prank calls and requested information on obtaining relay phone records.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/17/2006
Record ID 9435
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 8/17/2006
Resolution 8/17/2006***

Customer has been receiving harassing phone calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to the law enforcement. Supervisor explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/22/2006
Record ID 9432
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 8/22/2006
Resolution 8/22/2006***

Customer has been receiving harassing calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to the law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 12/16/2006
Record ID 9561
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 12/16/2006
Resolution 12/16/2006*

Customer has been receiving fraudulent calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement, as that is our recommendation under these circumstances. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/11/2007
Record ID 9611
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 1/11/2007
Resolution 1/11/2007*

Customer has been receiving fraudulent calls.

Customer Service suggested that the customer contact their local telephone provider or law enforcement. Customer Service explained that if the customer obtains a court order then the call information could be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/12/2007
Record ID 9610
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 1/12/2007
Resolution 1/12/2007*

Customer has been receiving fraudulent calls.

Customer Service suggested that the customer contact their local telephone provider or law enforcement. Customer Service explained that if the customer is able to obtain a court order then the call information could be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 3/23/2007
Record ID 9715
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 3/23/2007
Resolution 3/23/2007*

Customer has been receiving fraudulent calls through the relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/28/2007
Record ID 9752
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 3/28/2007
Resolution 3/28/2007***

Customer wanted to know how to block annoying phone calls.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 8/24/2006
Record ID 9441
Call Taken By Customer Service
CA Number 1177 or 1172
Responded By Customer Service
Response Date 8/24/2006
Resolution 8/24/2006***

Customer stated that CA did not follow procedures while processing their call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 10/9/2006
Record ID 9488
Call Taken By Customer Service
CA Number 1327
Responded By Customer Service
Response Date 10/9/2006
Resolution 10/9/2006***

Customer stated that CA did not process the call properly.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 11/17/2006
Record ID 9537
Call Taken By Supervisor
CA Number 1340
Responded By Customer Service
Response Date 11/17/2006
Resolution 11/17/2006***

Customer stated that the CA did not follow proper procedures while processing the call.

Customer Service apologized and forwarded the call information to the technical department. The technical department discovered that the CA did not follow the proper procedure. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that the CA did not process the call properly.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 1/15/2007
Record ID 9612
Call Taken By Customer Service
CA Number 1382
Responded By Customer Service
Response Date 1/15/2007
Resolution 1/15/2007*

***Service Complaints--
Miscellaneous***

Customer stated that the CA did not process the call in a timely matter.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 6/19/2006
Record ID 9366
Call Taken By Supervisor
CA Number 5122
Responded By Customer Service
Response Date 6/19/2006
Resolution 6/19/2006*

***Service Complaints--
Miscellaneous***

Customer stated that CA processed the call poorly.

Customer Service apologized and stated the CA would be counseled and monitored more frequently. CA was counseled and monitored. Customer was satisfied.

*Inquire Date 10/29/2006
Record ID 9501
Call Taken By Supervisor
CA Number 1392
Responded By Customer Service
Response Date 10/29/2006
Resolution 10/29/2006*

***Service Complaints--
Miscellaneous***

Customer stated that the CA took too long to set up the call.

Supervisor apologized for the inconvenience and stated that the CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 2/10/2007
Record ID 9657
Call Taken By Supervisor
CA Number Not documented
Responded By Supervisor
Response Date 2/10/2007
Resolution 2/10/2007*

***Service Complaints--
Miscellaneous***

Customer stated that the CA processed the call poorly.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

*Inquire Date 4/19/2007
Record ID 9763
Call Taken By Customer Service
CA Number 1246
Responded By Customer Service
Response Date 4/19/2007
Resolution 4/19/2007*

***Technical Complaints--711
Problems***

Customer stated difficulties connecting to the relay when dialing 711.

Customer Service apologized and forwarded the information to the technical department. The technical department investigated and discovered that the customer was dialing from an office. The technical department worked with the telephone administrator and set the translation number. Customer was satisfied.

*Inquire Date 8/23/2006
Record ID 9433
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 8/23/2006
Resolution 8/23/2006*

***Technical Complaints--Carrier
Choice not Available/Other
Equal Access***

Customer requested Advanced Tel as their long distance carrier.

Customer Service explained that Advanced Tel is not a participating carrier through the relay. Advanced Tel was contacted by Customer Service and sent a letter of authorization. There has been no further response from Advanced Tel. Customer was offered a profile, but refused at this time. Advanced Tel is still not a participating carrier as of 5/31/2007.

*Inquire Date 2/15/2007
Record ID 9664
Call Taken By Customer Service
CA Number
Responded By Customer Service
Response Date 2/15/2007
Resolution*

June 26, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

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Sincerely,

Louisiana Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

***Inquire Date 03/17/2006
Record ID 9250
Call Taken By
CA Number
Responded By Customer Service
Response Date 03/17/2006
Resolution Date 03/23/2006***

Customer stated that occasionally when they place a call to the relay using the 800 number, there is no answer.

Customer Service apologized and forwarded the information to the technical department for further investigation. Customer Service and the technical department placed test calls with the customer and determined that it was a problem with the customer's phone line. Customer was appreciative.

Service Complaints--CA Gave Wrong Information

***Inquire Date 06/28/2005
Record ID 8869
Call Taken By Customer Service Rep
CA Number
Responded By Barbara
Response Date 06/28/2005
Resolution Date 06/28/2005***

Customer stated that the CA gave incorrect information to the person they had called.

Customer Service apologized and attempted to get additional information from the customer about their call. Customer was upset and began using abusive language. Customer Service informed the customer that the additional information was needed to help resolve the customer's complaint. Customer Service explained if the abusive language continued, the call would be terminated. Customer continued the abusive language and the call was terminated.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 09/25/2005
Record ID 8973
Call Taken By Supervisor
CA Number 1186F
Responded By Derek
Response Date 09/25/2005
Resolution Date 09/25/2005***

Customer stated the CA was not responding.

Supervisor explained to the customer that the CA was waiting for the terminating party to respond to the customer. Customer understood and was satisfied.

Service Complaints--CA Did not Keep User Informed

***Inquire Date 02/27/2006
Record ID 9209
Call Taken By Supervisor
CA Number 1296 F
Responded By Supervisor
Response Date 02/27/2006
Resolution Date***

Customer stated that the CA did not pay attention to the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed

Customer stated that the CA had poor typing and did not keep the customer informed during the call.

Inquire Date 03/01/2006

Record ID 9213

Call Taken By Operations Mgr

CA Number 1390 M

Responded By Asst. Operations Manager

Response Date 03/01/2006

Resolution Date 03/01/2006

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 63 WPM with 96% accuracy.

Service Complaints--CA Misdialed Number

Customer stated the CA dialed the wrong number.

Inquire Date 07/19/2005

Record ID 8891

Call Taken By Lead CA

CA Number 1172F

Responded By Chantell

Response Date 07/19/2005

Resolution Date 07/19/2005

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Misdialed Number

Customer stated that they were charged long distance for a call that the CA dialed incorrectly.

Inquire Date 01/26/2006

Record ID 9153

Call Taken By

CA Number

Responded By

Response Date 01/27/2006

Resolution Date

Customer Service apologized and asked the customer to send a copy of the bill. Customer Service received a copy of the bill and forwarded the information to the billing department for reimbursement. Reimbursement was made and customer was satisfied.

Service Complaints--CA Misdialed Number

Customer stated that the CA misdialed the number, used improper language and disconnected the terminating party improperly.

Inquire Date 02/17/2006

Record ID 9193

Call Taken By Supervisor

CA Number 1168

Responded By Supervisor

Response Date 02/17/2006

Resolution Date 02/17/2006

Supervisor apologized and stated that the CA would be counseled. The technical department investigated and discovered that the CA handled the call properly. CA was counseled on proper call procedures and customer was satisfied.

Service Complaints--CA Misdialed Number

Customer stated that the CA dialed the wrong number.

Inquire Date 03/09/2006

Record ID 9226

Call Taken By Supervisor

CA Number 5057 F

Responded By Supervisor

Response Date 03/09/2006

Resolution Date 03/09/2006

Supervisor apologized and stated that the CA would be counseled. Supervisor explained if the misdialed call was a long distance call, to send a copy of the bill to the relay for reimbursement. The call was not long distance and the customer was satisfied.

Service Complaints--CA Misdialed Number

Customer stated that the CA dialed incorrectly. Customer was concerned that they might be billed for the call even though it was a local number.

Inquire Date 03/09/2006

Record ID 9256

Call Taken By Supervisor

CA Number 5057

Responded By Derek Williamson

Response Date 03/09/2006

Resolution Date 04/04/2006

Customer Service apologized and explained that if the customer received a bill for the call to contact the relay. CA was counseled and the customer was satisfied with the results.

Service Complaints--CA Misdialed Number

Customer stated that the CA dialed a wrong number from their speed dial list. Customer inquired if the names were similar in sound when spoken.

Inquire Date 04/10/2006

Record ID 9269

Call Taken By Lead CA

CA Number 1396

Responded By Cory

Response Date 04/10/2006

Resolution Date 04/10/2006

Customer Service apologized and stated that the CA would be counseled. Customer Service explained that certain names can sound similar at times. CA was counseled and customer was satisfied.

Service Complaints--CA Typing

Customer stated the CA's typing was very poor.

Inquire Date 10/05/2005

Record ID 8994

Call Taken By Supervisor

CA Number 1379F

Responded By Tauna

Response Date 10/01/2005

Resolution Date 10/01/2005

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 70 WPM with 98% accuracy.

Service Complaints--CA Typing

Customer stated that the CA had poor typing.

Inquire Date 10/13/2005

Record ID 9000

Call Taken By Lead CA

CA Number 1146F

Responded By Marshae

Response Date 10/13/2005

Resolution Date 10/13/2005

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 77 WPM with 96% accuracy.

Service Complaints--CA Typing

Customer stated that the CA had poor typing.

Inquire Date 11/18/2005

Record ID 9068

Call Taken By Supervisor

CA Number 1237F

Responded By Lori

Response Date 11/18/2005

Resolution Date 11/18/2005

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 67 WPM with 96% accuracy.

Service Complaints—CA Typing

***Inquire Date 12/12/2005
Record ID 9094
Call Taken By
CA Number 1286 M
Responded By Brian
Response Date 12/13/2005
Resolution Date***

Customer complained that the CA did a poor job typing.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 69 WPM with 98% accuracy.

Service Complaints--CA Typing

***Inquire Date 02/16/2006
Record ID 9191
Call Taken By Customer Service Rep
CA Number 1156 F
Responded By Customer Service
Response Date 02/16/2006
Resolution Date 02/17/2006***

Customer stated that the CA continued to type when the customer was typing. Customer was unable to get through to the CA and hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered no evidence of a technical or CA error. Customer Service explained that perhaps there may be a problem with the equipment. Customer refused assistance and hung up.

Service Complaints--CA Typing

***Inquire Date 04/18/2006
Record ID 9288
Call Taken By Lead CA
CA Number 1305M
Responded By
Response Date
Resolution Date***

Customer stated that the CA had several typing errors and that there was a lack of call focus.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM and 99% accuracy.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 08/20/2005
Record ID 8935
Call Taken By Lead CA
CA Number
Responded By Karen
Response Date 08/20/2005
Resolution Date 08/20/2005***

Customer has been receiving harassing phone calls and wanted the relay number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order then we could release call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/20/2006
Record ID 9244
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 03/20/2006
Resolution Date 03/20/2006***

Customer had received a harassing call.

Supervisor apologized and suggested contacting their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer obtains a court then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 05/10/2006
Record ID 9317
Call Taken By Customer Service Mgr
CA Number
Responded By Babs Williams
Response Date 05/10/2006
Resolution Date 05/10/2006***

Customer has received a fraudulent call and wanted to know the originator.

Customer Service suggested that the customer contact law enforcement, as that is our recommendation. Customer Service further explained that if the customer was able to obtain a court order, then the call information could be released to the Court. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 03/05/2006
Record ID 9245
Call Taken By Customer Service Rep
CA Number
Responded By Customer Service
Response Date 03/05/2006
Resolution Date 03/10/2006***

Customer stated that the CA did a poor job of processing the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and the customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 03/10/2006
Record ID 9227
Call Taken By
CA Number 5006 F
Responded By Customer Service
Response Date 03/10/2006
Resolution Date 03/10/2006***

Customer stated that the CA did not follow the proper procedure.

Customer Service apologized and explained that the CA would be counseled. CA was counseled. Customer was upset, but understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 04/06/2006
Record ID 9275
Call Taken By Supervisor
CA Number 1268
Responded By
Response Date
Resolution Date***

Customer stated that the CA dialed a long distance number without using the calling card information that had been given. Customer had hung up after realizing they were being billed.

Customer Service apologized and forwarded the information to the technical department. The technical department investigated and discovered that the call had been billed without using the calling card information. Customer Service contacted the customer and requested a copy of their telephone bill be sent to the relay when they receive it for reimbursement. There has been no further contact from the customer. CA was counseled.

***Service Complaints--Confidentiality
Breech***

***Inquire Date 08/01/2005
Record ID 8913
Call Taken By Lead CA
CA Number 1330F
Responded By Barbara
Response Date 08/01/2005
Resolution Date 08/02/2005***

Customer stated that a CA had kept their telephone number and had called her back. Customer also stated that they knew it was a CA calling because the CA referred to the relay and to a call that had been placed through the relay by the customer.

Customer Service apologized and assured the customer that the CA would be reprimanded. Customer was satisfied. The technical department investigated the call information to ascertain the CA's number. CA denied the accusation, but the CA was counseled in the the importance of confidentiality.

Service Complaints--Ringling/No Answer

***Inquire Date 03/17/2006
Record ID 9254
Call Taken By Supervisor
CA Number 5048
Responded By Kyndel King
Response Date 03/17/2006
Resolution Date 04/04/2006***

Customer stated that a recent call through the relay, rang approximately 18 times with no answer. Customer was upset that a CA did not answer because the customer generally places long calls and a CA did not want to spend the time on the call.

Customer Service apologized and explained that if the call rang for a long time going into the relay, that the relay was busy at that time and no CA was available to take the call. Customer understood. Hamilton answered 99% in 10 seconds on that day.

***Service Complaints--CA Hung Up on
Caller***

***Inquire Date 02/14/2006
Record ID 9181
Call Taken By Supervisor
CA Number 1176
Responded By Customer Service
Response Date 02/17/2006
Resolution Date 02/17/2006***

Customer stated that the CA did not process the call properly and hung up.

Customer Service apologized and stated that the CA would be counseled. The technical department investigated and discovered that the CA handled the call properly. CA was counseled on proper call procedures and customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 06/06/2005
Record ID 8841
Call Taken By Customer Service Rep
CA Number 1148F
Responded By Marsha
Response Date 06/06/2005
Resolution Date 06/06/2005***

Customer stated that they wanted a different CA.

Lead CA explained to the customer that the relay was busy and that there were no available CAs. Lead CA asked that the customer try their call again in a few minutes or that they could hold for the next available CA. Customer was upset and began cursing at the Lead CA. Customer disconnected before explaining why they had requested a different CA. No further action is possible since the customer did not leave a phone number for follow-up. CA's Quality Assurance score is 97.6%.

Service Complaints—Miscellaneous

***Inquire Date 06/20/2005
Record ID 8866
Call Taken By Supervisor
CA Number 1382
Responded By Donte
Response Date 06/20/2005
Resolution Date 06/20/2005***

Customer stated they are tired of having to repeat their number to the CA.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 07/10/2005
Record ID 8885
Call Taken By Lead CA
CA Number 1292F
Responded By Chantell
Response Date 07/10/2005
Resolution Date 07/10/2005***

Customer stated that the CA did not do a good job on the call.

Lead CA apologized and requested additional information. Customer refused to give additional information to Lead CA and hung up. CA was counseled.

Service Complaints—Miscellaneous

***Inquire Date 07/19/2005
Record ID 8890
Call Taken By Lead CA
CA Number 1266
Responded By Karen
Response Date 07/19/2005
Resolution Date 07/19/2005***

TTY customer was upset when the CA reached another TTY and would not allow the call to process.

Lead CA apologized and explained that the relay does not process TTY to TTY calls except in cases where a switchboard must be accessed first in order to connect to a TTY. Customer understood and was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 01/06/2006
Record ID 9132
Call Taken By
CA Number
Responded By Michelle
Response Date 01/11/2006
Resolution Date 01/11/2006***

Customer stated that the CAs do not wait long enough for them to read the Braille print on the TTY before sending 'CA here are you there?'.

Customer Service apologized and suggested adding this information to the customer's profile. Customer Service forwarded the customer's information to the technical department for processing. The profile was updated in the system. Customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 04/08/2006
Record ID 9271
Call Taken By Lead CA
CA Number 1165
Responded By Cory
Response Date 04/08/2006
Resolution Date 04/08/2006***

Customer stated that the CA did not handle their call well.

Customer Service apologized and explained that the CA would be counseled. Customer would not give call details. CA was counseled and customer was satisfied.

Service Complaints—Miscellaneous

***Inquire Date 04/21/2006
Record ID 9291
Call Taken By Customer Service Mgr
CA Number
Responded By Babs Williams
Response Date 04/24/2006
Resolution Date***

Customer requested clarification about the relay recording reached when all lines were busy.

Customer Service explained what the recording meant and if they receive this recording to continue to hold. Customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

***Inquire Date 06/07/2005
Record ID 8838
Call Taken By Lead CA
CA Number 1100M
Responded By Beth
Response Date 06/07/2005
Resolution Date 06/07/2005***

Customer stated they were unable to hear the CA.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's Quality Assurance score is 95.6%.

Technical Complaints—Miscellaneous

***Inquire Date 03/22/2006
Record ID 9249
Call Taken By Supervisor
CA Number
Responded By Customer Service
Response Date 03/22/2006
Resolution Date***

Customer was having difficulties with their VCO connection through the relay. Customer has an automatic VCO connection set in their profile.

Supervisor checked the customer's profile at the workstation. The profile showed a voice connect mode and the customer's speed dial list was also missing. The information was forwarded to the technical department. The technical department made the correct revisions and the customer's profile has been implemented. Customer was satisfied.
